

## When the DESlock+ client is re-installed, why is there no activation box?

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### Problem

If you have a managed client (which is controlled by the Enterprise Server) and you have previously uninstalled the DESlock+ client software from that machine. When you re-install the software, you may be experiencing the problem that after generating and sending an activation code to a user, the Activation box is not appearing. The reason why this has occurred is because the user wasn't deactivated before uninstalling the client software on the user's machine.

### Solution

Click the Windows Start button and type **regedit** in the search box.

Double click **Regedit.exe** and when the Registry Editor window opens, navigate to HKEY\_CURRENT\_USER\Software\DESlock\Client\CentralCtrl (as shown below)



**Delete the registry key folder** (as shown in the image above contained in CentralCtrl) and then either log out of windows and back in, or reboot the machine.

When the user logs back in, the activation dialog will then re-appear and allow the use of a new activation code.